

## OVERVIEW

The harder the conversation is, the more important it may be & the more you have to do it right. This workshop teaches how to master performance appraisal discussions, get results & maintain good relationships through a step by step process for highlighting achievements , identifying & resolving performance gaps.

Planned conversations & confrontations that impact people’s careers require careful preparation to address the question: *what do I want from this conversation?*. Good preparation with suitable timing & the meeting set up are key factors for the success of the performance discussions.



## OUTLINE

- That’s Me
- Performance Management Cycle
- Setting Goals vs. KPIs
- Quarterly results
- Feedback ( SBI Model)
- Managing Performance
- Performance Review
- Bell Curve
- How to Assess Performance
- Setting A Development Plan

## DETAILS

**Duration**  
*Two days*

**Target Audience**  
*All Levels*

**Tools**  
*Video, Role Plays, Group Discussions.*